

# MiScorecard Performance Summary

Agency: Public Service Commission  
 Director John Quackenbush  
 Period: May 2012  
**SCORECARD**

**Legend:**

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target
White	not applicable

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
<b>Public Service Commission</b>							
General Rate Case Processing	Yellow	→	351	268	268	Monthly	Number of Days from Filing to Final Order
Service Quality Division		↓	N/A	1035	1137	Monthly	Call Center-number of calls received
Call Center Responses	Red	↑	24	31	25	Monthly	Average Speed in Seconds
Service Quality Division		↑	N/A	4 min 42 sec	4 min 37 sec	Monthly	Call Center-Average automated call distribution time
Service Quality Division		↓	N/A	78.0%	78.6%	Monthly	Call Center-number of inbound calls vs. handled calls
Service Quality Division		↓	N/A	83.3%	86.5%	Monthly	SQS-Complaints open vs. closed
Service Quality Complaints		↑	N/A	7.6	5.9	Monthly	Length of Time to Resolve in Days
Service Quality Division	Green	↑	10	5.6	3.8	Monthly	SQS-Company response time in Days
Informal Complaint Resolution	Green	↓	95%	99.8%	99.9%	Monthly	Percent of Complaints Resolved Without Formal Hearing
Interconnection Agreement Processing	Green	↓	80	24.5	31.0	Quarterly	Length of Time to Approve in Days
PSC Average Electricity Costs		↑	N/A	39.0	38.0	Monthly	National ranking of cost of commercial Electricity
Home Heating for the Vulnerable Fund Assistance			27,500	6,927	N/A	Quarterly	Number of Vulnerable Households Served